

IMPORTANT: FREQUENTLY ASKED QUESTIONS & USEFUL TIPS!

This page is prepared to assist in completing the application to the Alexandria Fund for Human Services – Community Partnership Fund or Children/Youth Fund. The questions and answers are based on experiences of other applicants. This information may answer questions you may have and help you avoid similar problems or mistakes. Please visit this page often as new information may be added through the AFHS deadline, March 3, 2015.

Question: What kind of letter can I obtain from the City?

Answer: Applicants collaborating or partnering with City agencies to provide or deliver services can request a letter signed by the City's Agency Director or designee, specifying the nature of the relationship or collaboration. These letters should not specifically endorse the proposal but rather validate the collaboration or partnership.

Question: My agency has an annual budget of less than \$100,000 and we do not have an audited financial statement. What should we submit?

Answer: Please submit the agency's most recent unaudited financial statement and a copy of the agency's most recent Federal Form 990.

Question: I saved my application, but why didn't I receive an email with the link so that I could continue working it?

Answer: Most likely this is a user error.

Please remember that you cannot save the application using the conventional methods to saving the document. You cannot click the save button under the *File* folder on your toolbar. To save and continue working on the application at another time, **click the Save and Continue Later** banner that appears beginning at the top of the second page of the application. This allows you to save data entered on the previous pages. You will be asked to supply an email address to save your progress. **Please double check the email address you enter for accuracy!** A unique link will be emailed to you that will allow you to return to your application.

If you do not receive an email, check your Junk Email folder. Some email programs have very sensitive filters that screen out unfamiliar email addresses and treat them as spam. Check there before panicking.

The email will come from *SurveyGizmo*.

Question: I have several different files that I need to upload for one of the attachments. I noticed that you can only upload one file for each section. How do I handle this?

Answer: You are correct in noting that **each section will only allow you to upload one file**. In the instances where you have multiple documents that need to be uploaded for a particular section, **combine all of the files into one file**. Then **make a pdf of the one file**. You will then be able to upload the document in the appropriate place on the application.

Question: I uploaded a file to one of the places where attachments are to be included with the application. I later realized that I used the wrong attachment, so I deleted it. When I tried to upload the correct file, the online application browser for the attachment would not allow me to upload the file. What happened?

Answer: If you wish to delete the uploaded document, click on the box with the red “x” that appears to the right of the document. This will allow you to delete the document and upload another one.

This is one of the instances where having your proposal prepared in a separate word processing document can be helpful. If you have to start the process over, you will save time if you are able to cut and paste the information from your previously prepared word processing document.

IMPORTANT TIP: To avoid any last minute hiccups, aim to complete and submit your proposal prior to the application deadline!